



State of California

# Employment Training Panel

Arnold Schwarzenegger, Governor

May 8, 2009

Jonathon Christy, President  
T Christy Enterprises, Inc.  
655 East Ball Road  
Anaheim, CA 92805

Dear Mr. Christy:

**RE: Final MONITORING VISIT REPORT for T Christy Enterprises Retraining SB ET07-0304**

<b>Date of the Visit:</b>	3/24/09
<b>Beginning/Ending Time:</b>	11:00am – 3:00pm
<b>Date of Last Visit:</b>	9/16/08
<b>Visit Location:</b>	Anaheim
<b>Persons in attendance:</b>	Jennifer Szczurko, Customer Service Manager, T Christy Enterprises, Inc. (TCE); Sharon Cox, HR/Accounting Manager, TCE; and Suzanne Godin, ETP Contract Specialist
<b>Action Items remaining from Prior Meeting:</b>	Yes – Class/Lab Rosters, Tracking Documents ETP Recordkeeping – See Page 2
<b>Action Required:</b>	No

## **CONTRACT INFORMATION:**

<b>Term of Agreement:</b>	4/01/07-3/31/09	<b>Agreement Amount:</b>	\$49,500
<b>Training Start Date:</b>	4/04/07	<b>No. to Retain:</b>	75
<b>Date Training must be Completed:</b>	12/31/08	<b>Range of Hours:</b>	8-60
<b>Type of Trainee:</b>	Retrainee	<b>Weighted Ave. Hours:</b>	30

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ETP (04/15/05)

## **FINAL REPORT SUMMARY:**

### **AGREEMENT HISTORY**

The TCE agreement was approved as a Small Business Project at the February 2007 Panel Meeting and was executed on 3/30/07. Training began on 4/04/07. ETP approved one amendment revision to extend the Agreement term by 12 months. Ms. Cox reported that all training was completed on 6/30/08 which allowed for the 90-day retention period to be completed within the term ending date of the Agreement.

### **INTERVIEW WITH THE CONTRACT REPRESENTATIVE: JENNIFER SZCZURKO**

Ms. Szczurko stated that balancing the needs of production and training was more difficult than anticipated. As a result of the country's economic downturn, TCE's orders for goods decreased and the company was forced to layoff approximately one third of its workforce. With a smaller workforce, supervisors were reluctant to release the remaining employees for training. As a result, the number of trainees who received training and the number of class/lab training hours delivered on this project was less than planned for.

In spite of these challenges, Ms. Szczurko stated that the ETP training had been a positive experience and that without the assistance of ETP, TCE would not have been able to provide the amount of formal, structured training that it did. A large portion of the training consisted of cross-training distribution personnel to perform multiple job tasks. Previous to this ETP Agreement, distribution employees were not multi-skilled and when an employee was absent, there was no one else to perform the functions of that job. Distribution workers are now able to move from one function to another, depending upon TCE's business needs. Lastly, Ms. Szczurko stated that the continuous improvement skills training has given your employees the skill sets to work effectively and efficiently with a smaller workforce.

### **ACTION ITEMS RESOLVED FROM PREVIOUS VISIT:**

**Three action items were cited at the previous monitoring visit:**

1. Discrepancies between the number of training hours reported on the ETP tracking system and the number of hours detailed on the original attendance rosters from 10/15/07- 2/05/08 for 10 randomly selected trainees. **Ms. Cox conducted a 100% review/reconciliation between the hours contained on the ETP tracking system and the attendance rosters and made necessary changes. Ms. Godin rechecked the hours on the 10 trainees in question and found the hours were now correct.**
2. Attendance rosters from TCE's Sacramento office were copies. **Ms. Godin verified that all attendance rosters kept at TCE's headquarters (Anaheim) are now originals.**
3. Trainer to trainee ratio in excess of 1:20 (1:24 and 1:38) on two daily attendance rosters. ETP Guidelines (SRM Section 6.02.01, Variances to Standard Trainer-To-Trainee Ratio) states that if the trainer/trainee ratio exceeds the ratio by not more than 20%, but affects less than 50% of the class/lab sessions in the Agreement, then no reduction in hourly training reimbursement is necessary. By the same token, if the ratio exceeds 20% (1:38 detailed above), but the overall ratio for all class/lab sessions average no more than the standard ratio, no reduction in hourly training reimbursement will be made.

**Ms. Godin reviewed the trainer to trainee ratios on TCE attendance rosters through the last date of training, and determined that the overall ratio for all class/lab training sessions averaged no more than the standard ratio of 1:20, thus resolving the previous action item.**

**DISCUSSION OF PROJECTED EARNINGS:**

Ms. Cox stated that the statistics on the class/lab tracking system were correct which showed that 53 trainees (71% of planned retentions) completed the specified range of class/lab hours (8-60) and retention period. TCE tracked 1,237 eligible hours on the ETP class/lab tracking system for the aforementioned 53 trainees. Therefore, TCE is eligible to earn \$27,214 (55 percent of the encumbered amount) if all other agreement conditions are met. Ms. Godin advised Ms. Szczurko and Ms. Cox that the closeout invoice should be submitted no later than 30 days after the end term of date of the Agreement, which would be 4/30/09. As of the date of this report, ETP's Fiscal Manager had granted TCE a one month extension for submittal of the closeout invoice. TCE had received \$6,105 in unearned progress payments as of the date of this report.

**PROJECT STATUS PROVIDED BY THE CONTRACTOR:**

<b>Trainees Started Training:</b>	71	<b>Completed Training:</b>	53
<b>Trainees Enrolled:</b>	88	<b>Completed Retention:</b>	53
<b>Dropped Following Enrollment:</b>	35	<b>In Retention Period:</b>	0
<b>No. Completed Minimum Reimbursable Hours :</b>	53		

The statistical data submitted by TCE project staff during this visit, as detailed above, agreed with ETP's Trainee Status Report as of the date of this report.

**ATTENDANCE ROSTERS:**

Ms. Godin conducted a 100% review of attendance rosters for 10 randomly selected trainees and compared them to the hours entered into the ETP on-line tracking system.

<b>Attendance Rosters reviewed:</b>	<b>4/27/07-6/03/08</b>	<b>Rosters reviewed contained all the required information per Title 22, California Code of Regulations, Section 4442.</b>	<b>YES</b>
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**SUBAGREEMENTS:**

***Administration***

Contractor is performing all Administration.

***Training***

Training vendors performing ETP training?	Yes
If yes, is all training vendor information on file for training vendors who have provided training?	Yes
Has all vendor information been entered in the on-line ETP 100D for all vendors who have provided training?	Yes
<b>Vendor information reviewed during meeting:</b>	
The Employer's Group, Los Angeles, CA - \$1,395.00 for delivery of Continuous Improvement Skills training topics.	

**INVOICES:**

No Invoices had been submitted since the last monitoring visit.

**AUDIT:**

You will be notified in writing if this agreement is selected for an audit that will be conducted either at your site (field audit) or by telephone if selected for a desk audit (or "review"). These notifications will be sent in advance to allow ample preparation time and will include a list of documentation that will be examined by the auditor. A list of the documentation typically examined during an audit will be included along with the Audit Notification and Audit Confirmation letters. To provide support of training, original training attendance documentation is required; photocopied records are not acceptable.

Listed below are types of records typically requested during an ETP field audit:

- Training attendance records such as rosters, sign-in sheets, etc.
- Payroll records of individual trainees to verify wage and hours worked
- Personnel records regarding occupation and dates of employment
- Documentation of employer paid health benefits (if applicable)
- Cash receipts to verify receipt and accounting of ETP funds

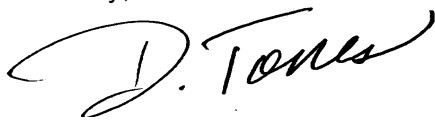
**RECORD RETENTION:**

Records must be retained within your control and be available for review at your place of business within the State of California. This responsibility will terminate no sooner than four (4) years from the date of the termination of the Agreement or three (3) years from the date of the

last payment by ETP to the Contractor, or the date of resolution of appeals, audits, claims, exceptions, or litigation, whichever is later.

If you have any questions or comments regarding this report, please contact Suzanne Godin at (619) 686-1918 or at [sgodin@etp.ca.gov](mailto:sgodin@etp.ca.gov) within ten (10) working days from the receipt date of this letter.

Sincerely,

A handwritten signature in black ink, appearing to read "D. Torres", written in a cursive style.

Diana Torres, Manager  
San Diego Regional Office

A handwritten signature in black ink, appearing to read "SGodin", written in a cursive style.

Suzanne Godin, Contract Analyst  
San Diego Field Office

cc: Kulbir Mayall, Fiscal Manager  
Master File  
Project File